



## Community Resource Coordination Groups of Texas

### **Tips to Make Your CRCG Family-Driven**

#### **Why is being family-driven important for CRCGs?**

It is vital for CRCGs to form partnerships with the individuals and families they serve and include them throughout each step of the CRCG process. Including the family in every step empowers them to genuinely express their concerns, allows them to drive the services the CRCG recommends, and encourages them to commit to the CRCG's recommendations. CRCGs should look at the unique needs and values of the family and design a plan around their strengths. The sections below provide family-driven practices that can be implemented throughout the CRCG process.

#### **Referral**

- If available, have a CRCG member or the referring organization fill in the form with the individual or family to ensure that the family's voice is included and to emphasize the importance of their involvement throughout the whole process.
- Families have the option to self-refer. If possible, have a direct phone number or email dedicated to the CRCG to ensure that individuals and families can easily contact your CRCG. Check that your CRCG's contact information is up-to-date on the CRCG website.
- Explain the reason for the referral, why each component of the form is important, and ensure that the family understands that it is an opportunity for solutions to be offered.
- A copy of the referral and any other documents that will be provided to the CRCG should also be given to the family prior to the staffing.

#### **Preparing for the Staffing**

- A CRCG member should reach out to the family prior to their staffing to answer any questions.
- Explain to the family that the staffing is an opportunity to express their concerns about what brought them to the CRCG, and not necessarily about telling their whole story. Help the family think through what they are going to tell the CRCG and questions to ask.
- Encourage inviting people from their support network (i.e., family, friend, pastor, etc.).
- Explore any meeting barriers the family might have (i.e., accessibility, room set up, etc.).
- Consider accommodations if children will be attending.

#### **Hosting the Staffing**

- Only host the staffing if the family is present in some format (in person, virtually, or through the phone).
- Create a welcoming environment:
  - Have a member greet the family and prep them the day of the meeting.
  - Provide a notepad, pen, and water if available.
  - Walk with the family as they leave.
- Ask clear questions that help the family feel like they are in control of the meeting.
- Use the family's strengths to identify possible interventions and ask the family what would be beneficial and suitable for them.

#### **Follow Up**

- Allow the family to process the meeting before asking for feedback through the satisfaction survey.
- A CRCG member or the referring entity should follow up with the family after their staffing. A follow up meeting may be scheduled to re-evaluate their plan or to check on their progress.